

What is the Senior Care Options Program?

The Senior Care Options (SCO) program is a comprehensive health plan that provides all the services covered under Medicare and MassHealth, and other benefits if determined necessary by the Primary Care Team. Services are coordinated by the Primary Care Team and are accessed through its preferred network of providers.

Why Choose Commonwealth Care Alliance?

CCA is committed to providing our members with the health care and support services they require and to promote our members' involvement in decisions about their health needs.

Enrollment in SCO is voluntary.

For More Information

To learn more about CCA and the Senior Care Options program, please contact CCA Member Service Department.

Commonwealth Care Alliance
30 Winter Street
Boston, MA 02108

Telephone: 617-426-0600
Toll Free: 1-866-610-2273
TTY: 1-866-322-7357
Fax: 617-426-1311

Hours of Operation: Monday-Friday
8:30 am - 4:30 pm



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What are the eligibility requirements for SCO enrollment?

Potential enrollees must be:

- *At least 65 years old*
- *A Massachusetts resident living in CCA's service area**
- *Eligible for MassHealth Standard (you can have both Medicare and MassHealth, or MassHealth alone)**

*To learn more about CCA's Senior Care Options (SCO) program, please call us. Our phone number is listed on the back of this brochure.

Why would an elder be interested in enrolling in SCO?

The purpose of the SCO program is to help elders remain as independent as possible. The SCO program provides a Primary Care Physician (PCP) or Primary Care Team (PCT) to coordinate a comprehensive range of health and health-related services that best suits a person's health care needs. SCO PCPs are dedicated to providing a personalized approach to health care so that members, their families, and the CCA network of providers are able to work together efficiently and satisfactorily on the member's behalf.

Who are our Primary Care Physicians?

CCA contracts with community based health centers and physician practices that are experienced in serving elder populations. CCA will be offering enrollment to elders through primary care practices in the Greater Boston, Lynn and Springfield areas of the state.

What are some unique features of a SCO program?

- *An Individualized Plan of Care to address a member's specific care needs.*
- *The ability to receive health care and support services in one's community.*
- *Comprehensive health care services, including pharmacy, in-home services and long term care supports when a PCP/PCT determines they are needed.*
- *Flexibility to remain at home with needed care and supports rather than be admitted to a hospital or nursing home.*
- *Professionals to help ensure that all those involved in providing care are working together to promote a member's health.*
- *24 hour/7 day per week access to professional staff with knowledge about a member's care.*
- *Active involvement in care decisions by members and their families.*
- *A centralized record of your health and medical information.*

Member Responsibilities in joining a SCO program include:

- Selection of a PCP from CCA's list of participating primary care physicians
- Agreement to receive all services through providers affiliated with the primary care physician you have enrolled with (except for emergency and out of area urgent care services)
- Agreement to receive services within our contracted network of providers (except for emergency and out of area urgent care)